Special Olympics Canada Portal Updates for SOO

October 17, 2026

Welcome!

Special Olympics
Olympiques spéciaux
Canada

Introduction

Agenda

1. **Registration Process & Club Setup Summary**
2. **Future development**
   - Release Cycle Overview
   - Winter 2026 Release Items
   - Portal Knowledge Base
   - Portal SOLearn Course
3. **Helpful Tools Demo**
   - Offline Payment Tracking
   - Online Payments
4. **Helpful Reports**
   - 13 - All Members Report Detail
   - 58 - Individual Profile Report One Page
   - 58i - Individual Profile Report One Page (Individual)
   - 82 - Roster Report
5. **Questions**

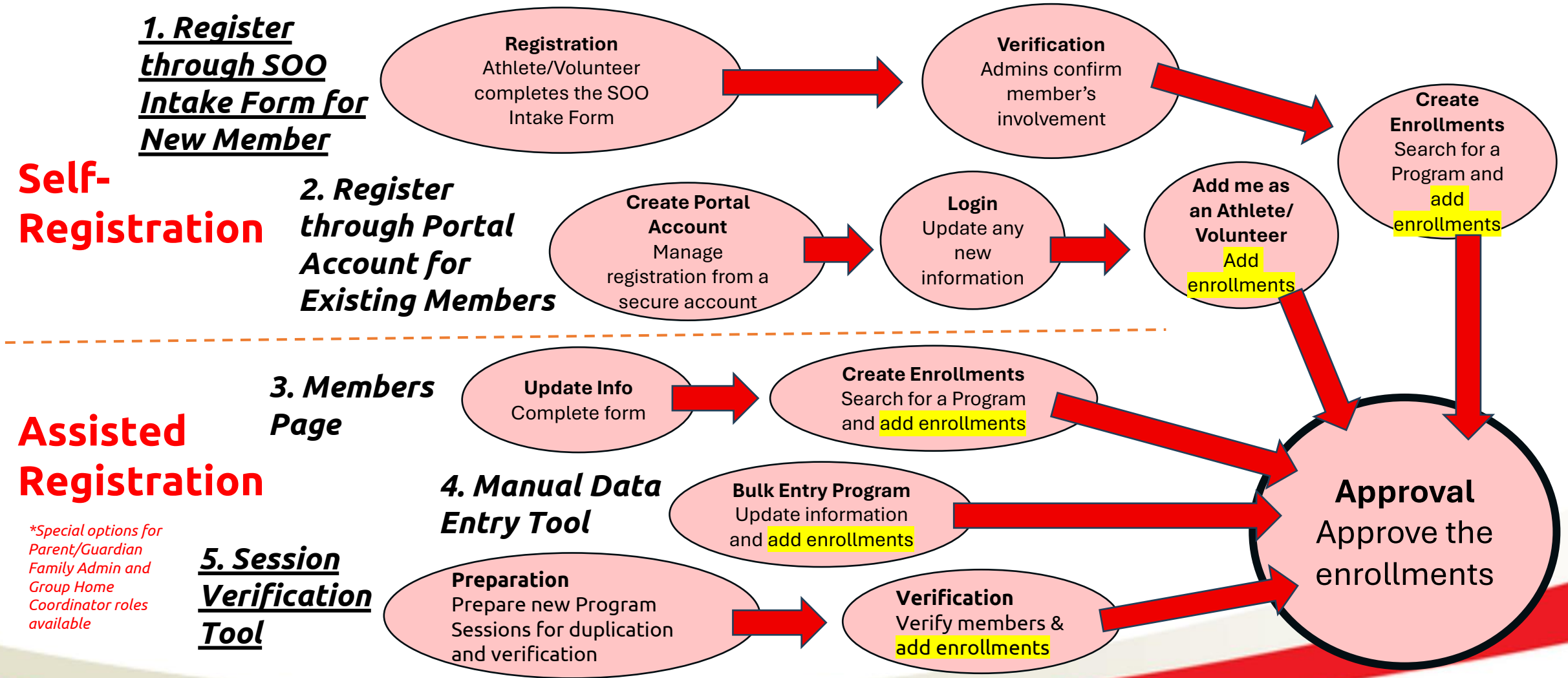
Upcoming Training

Please select at most 3 options.

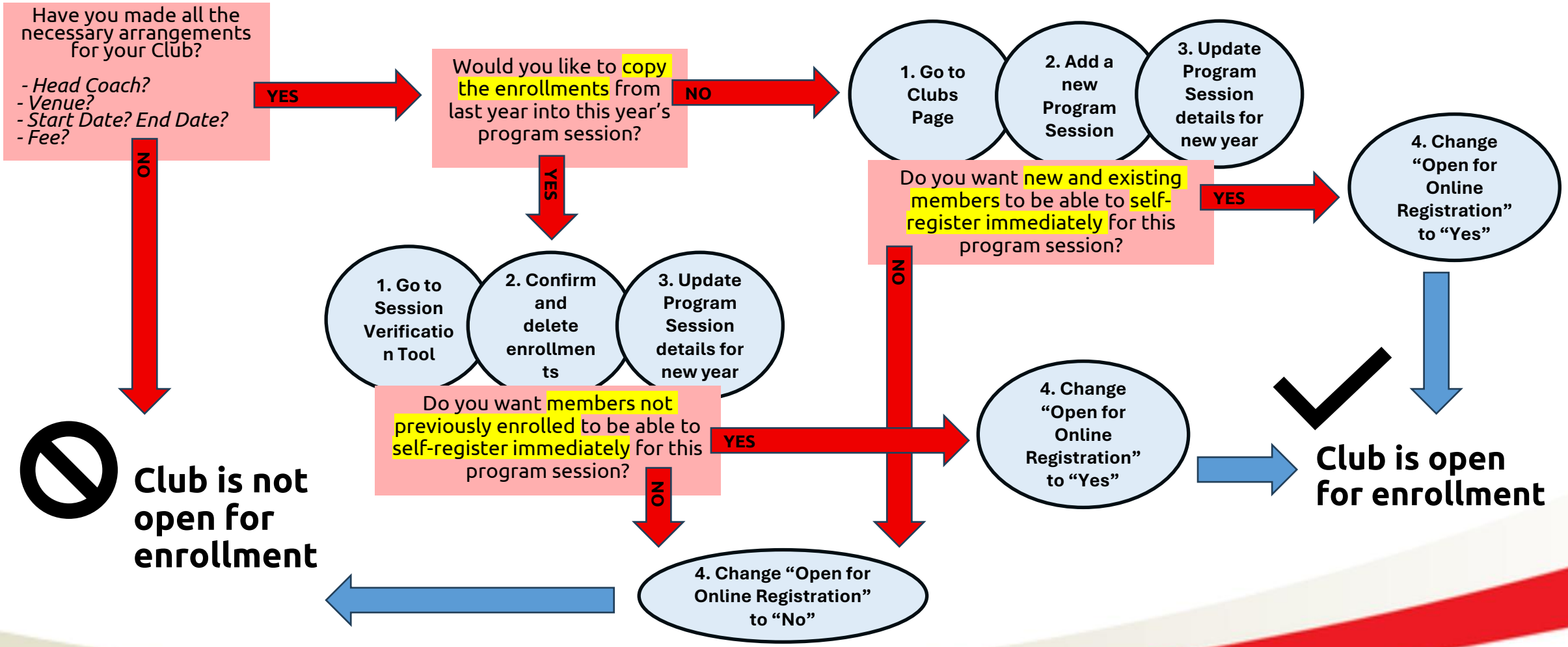
- [ ] 20 Oct @ 7:00 pm ET **Advanced Admin Volunteer Training**
- [ ] 3 Nov @ 12:00 pm ET **Recording Payments**
- [ ] 5 Nov @ 7:00 pm ET **SOO Custom Training*****
- [ ] 10 Nov @ 3:00 pm ET **Intro Admin Volunteer Training**
- [ ] 17 Nov @ 12:00 pm ET **Volunteer Screening**
- [ ] 1 Dec @ 12:00 pm ET **Advanced Admin Volunteer Training**
- [ ] 15 Dec @ 7:00 pm ET **Setting Up Your Clubs**
- [ ] 17 Dec @ 3:00 pm ET **Generating Membership Reports**

Future Training Registration Form:
https://forms.office.com/r/hArcJDrnS9

Registration Process Summary



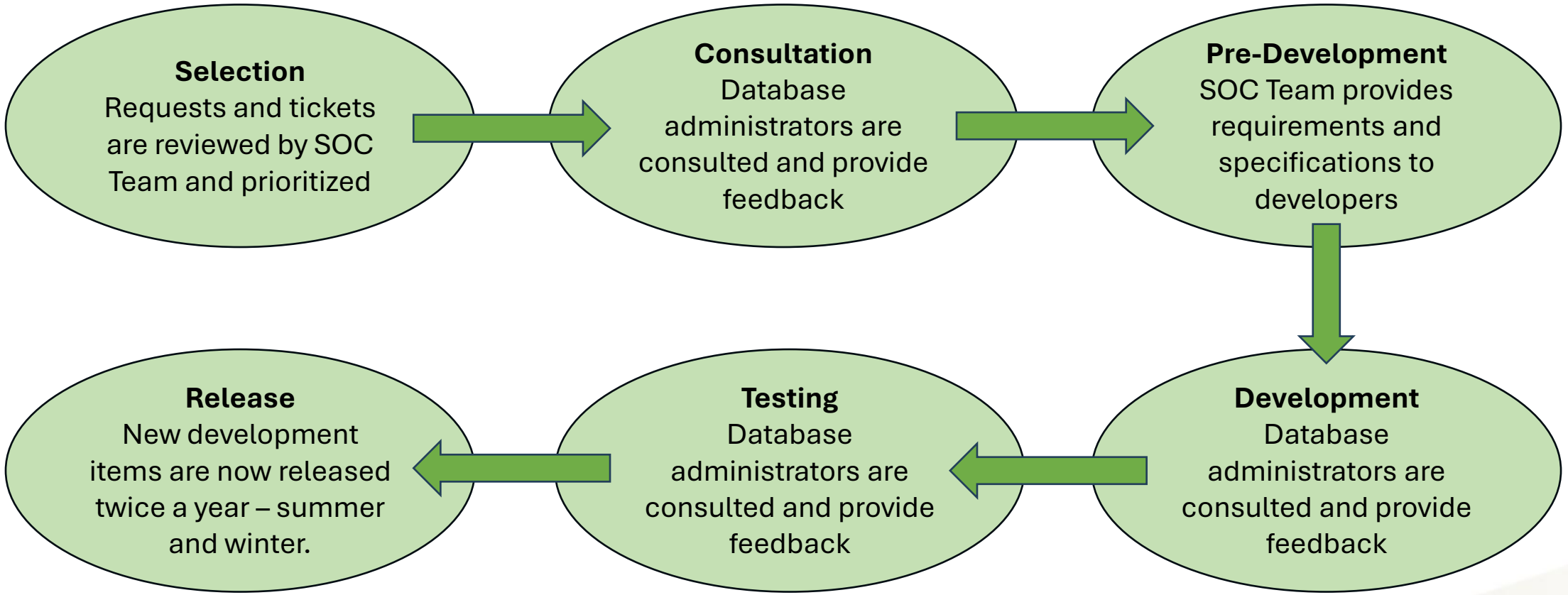
Club Setup Flow Chart



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Future Development

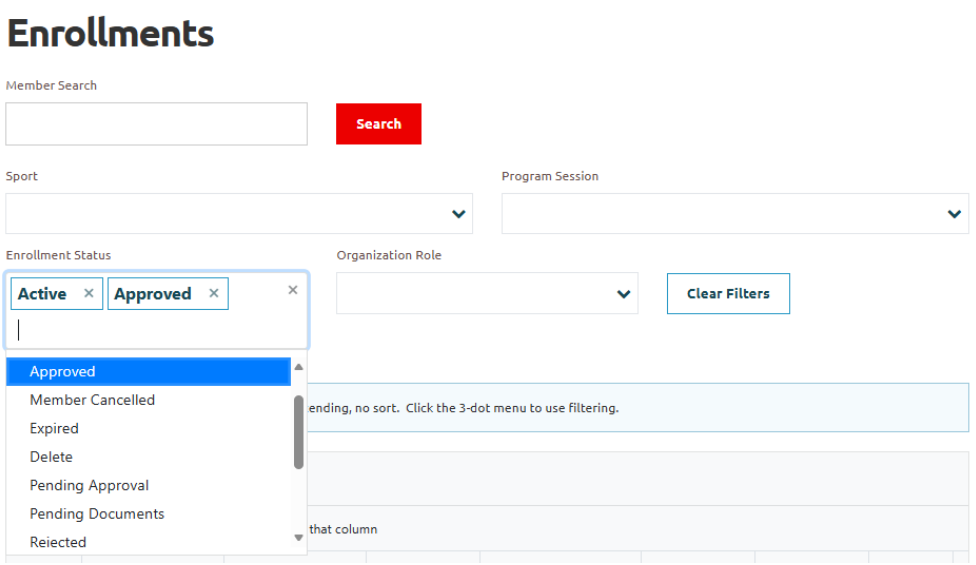
Release Cycle

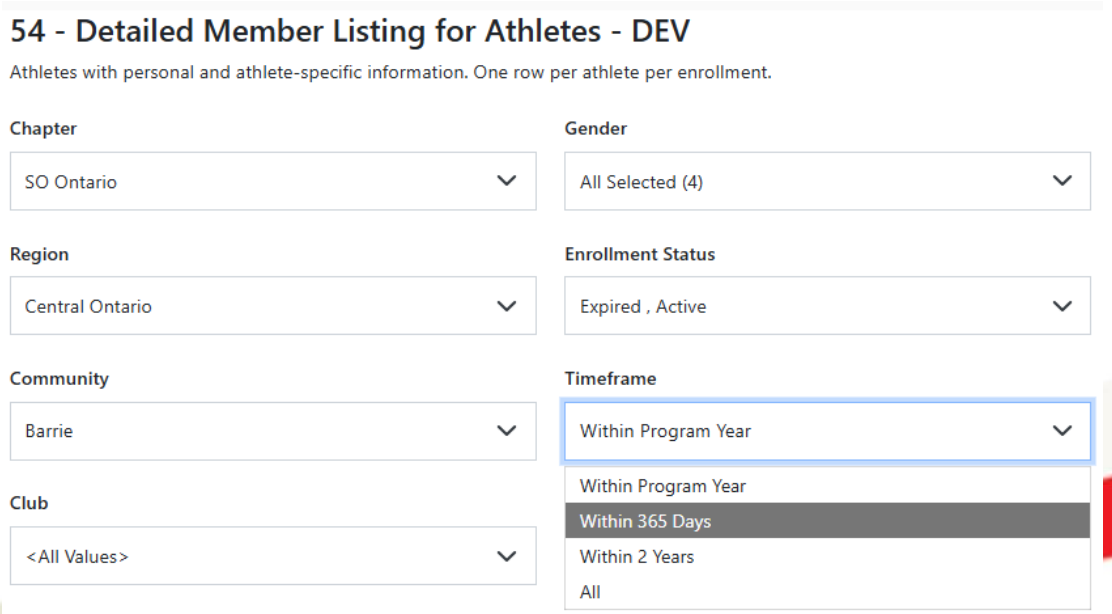


Release Cycle Overview

Current release: Winter 2026
On track to be finished by December

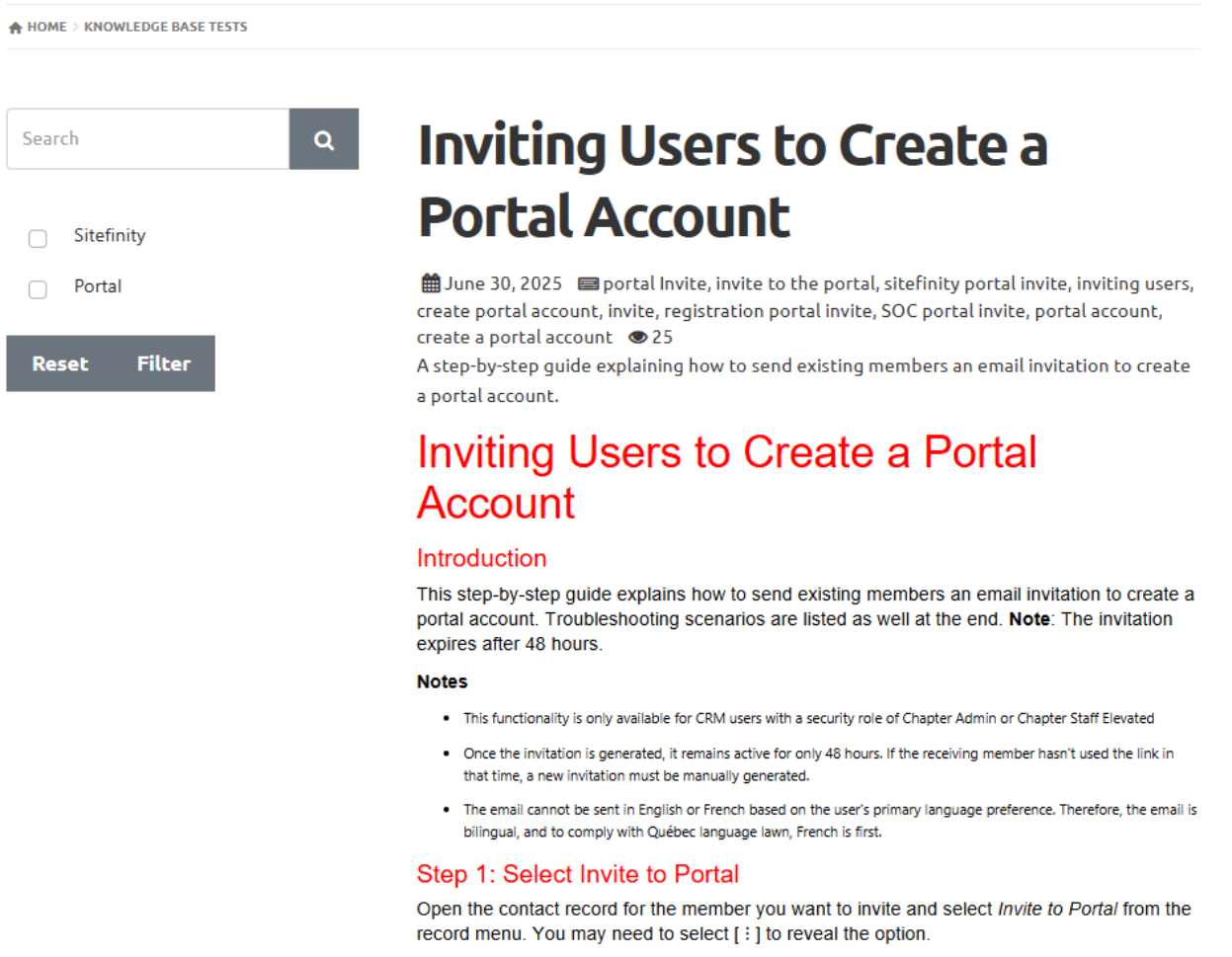
- Enrollment page filters
- Timeframe Filter in Membership Reports Tool
- New Automated E-mail Templates





Portal Knowledge Base *Coming Soon!*

- Help articles and videos for different Portal functions
- Categorization
- Search function



New SOLearn Course *Coming Soon!*

https://www.solearn.ca

Welcome to SOLearn

The Special Olympics Learning site is an engaging and interactive space that focuses on education, training and professional development opportunities for volunteers, coaches, partners and registered athletes with Special Olympics in Canada.

Thank you for your interest, support and continued involvement in Special Olympics!

Start Here!



The basics you need to join the Special Olympics Movement.



Important information for all volunteers.



SOC Coach Certification (NCCP) Courses, Sport Specific & Professional Development



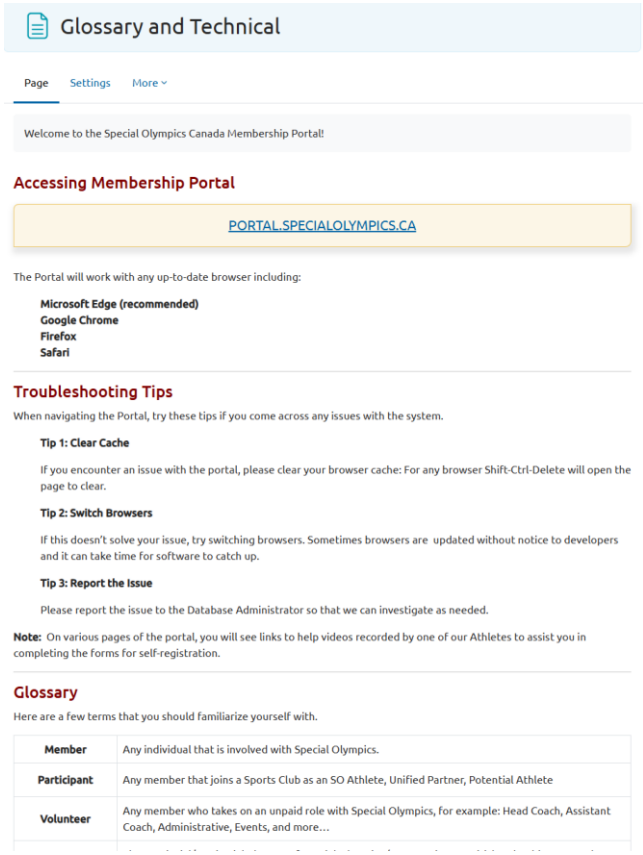
Athlete Leadership (ALPs), Public Speakers Training & Skills Development Courses



Training & Professional Development for Special Olympics Staff



Sport-specific training for Special Olympics Sports



Glossary and Technical

Page Settings More

Welcome to the Special Olympics Canada Membership Portal!

Accessing Membership Portal

PORTAL.SPECIALOLYMPICS.CA

The Portal will work with any up-to-date browser including:

Microsoft Edge (recommended)
Google Chrome
Firefox
Safari

Troubleshooting Tips

When navigating the Portal, try these tips if you come across any issues with the system.

Tip 1: Clear Cache

If you encounter an issue with the portal, please clear your browser cache: For any browser Shift-Ctrl-Delete will open the page to clear.

Tip 2: Switch Browsers

If this doesn't solve your issue, try switching browsers. Sometimes browsers are updated without notice to developers and it can take time for software to catch up.

Tip 3: Report the Issue

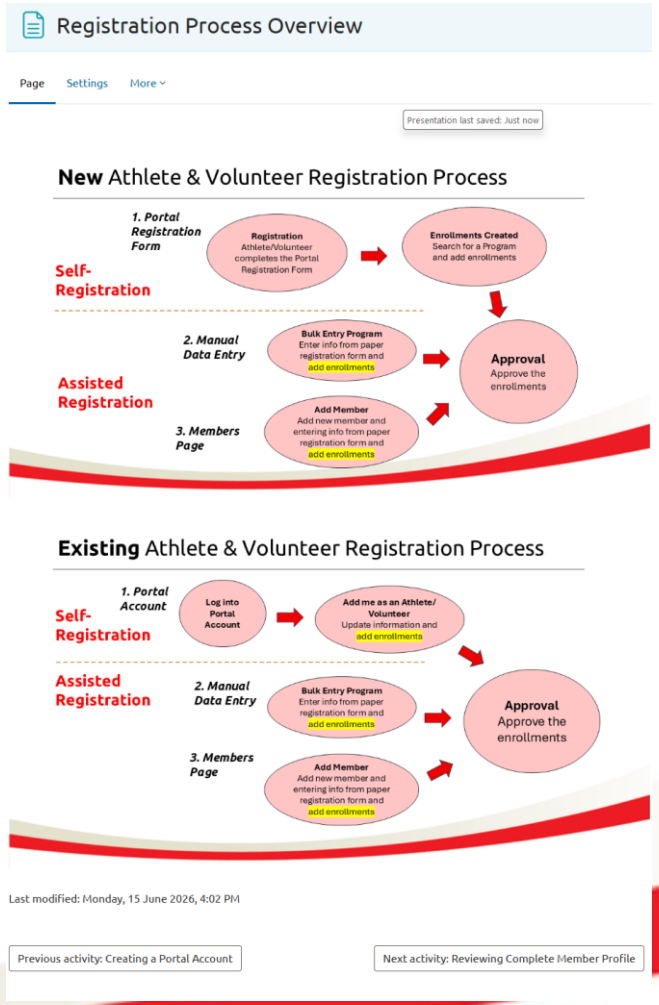
Please report the issue to the Database Administrator so that we can investigate as needed.

Note: On various pages of the portal, you will see links to help videos recorded by one of our Athletes to assist you in completing the forms for self-registration.

Glossary

Here are a few terms that you should familiarize yourself with.

Member	Any individual that is involved with Special Olympics.
Participant	Any member that joins a Sports Club as an SO Athlete, Unified Partner, Potential Athlete
Volunteer	Any member who takes on an unpaid role with Special Olympics, for example: Head Coach, Assistant Coach, Administrative, Events, and more…



Registration Process Overview

Page Settings More

Presentation last saved: Just now

New Athlete & Volunteer Registration Process

Existing Athlete & Volunteer Registration Process

Last modified: Monday, 15 June 2026, 4:02 PM

Previous activity: Creating a Portal Account

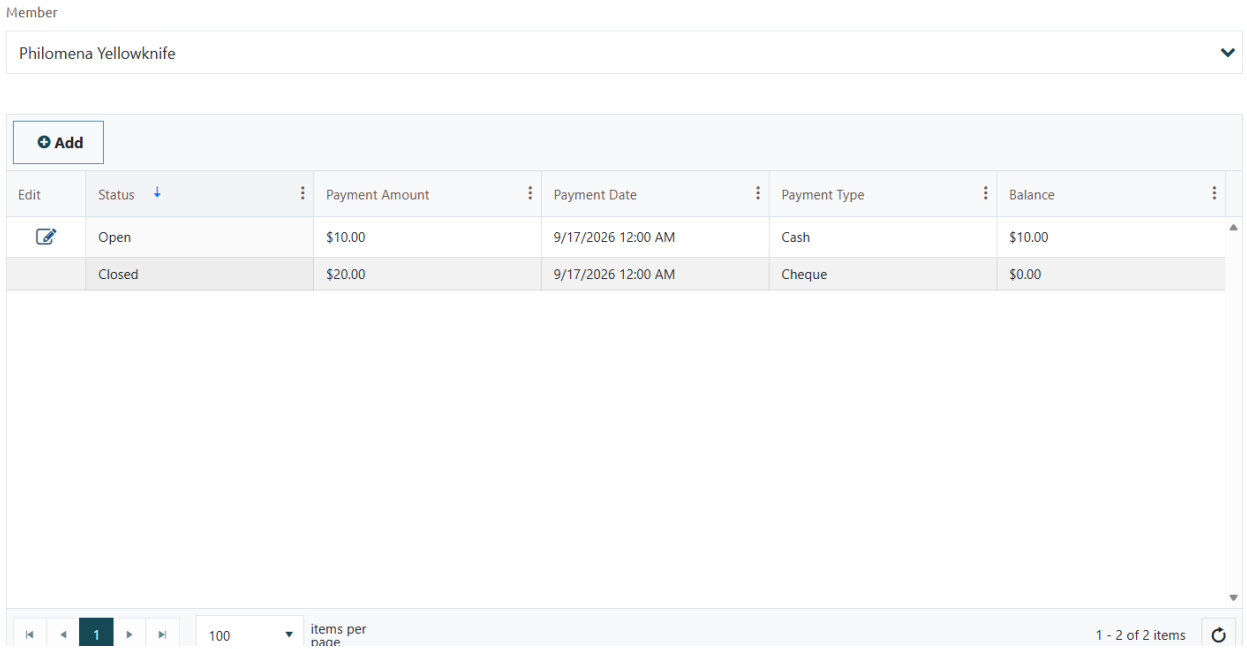
Next activity: Reviewing Complete Member Profile

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Olympiques spéciaux
Canada

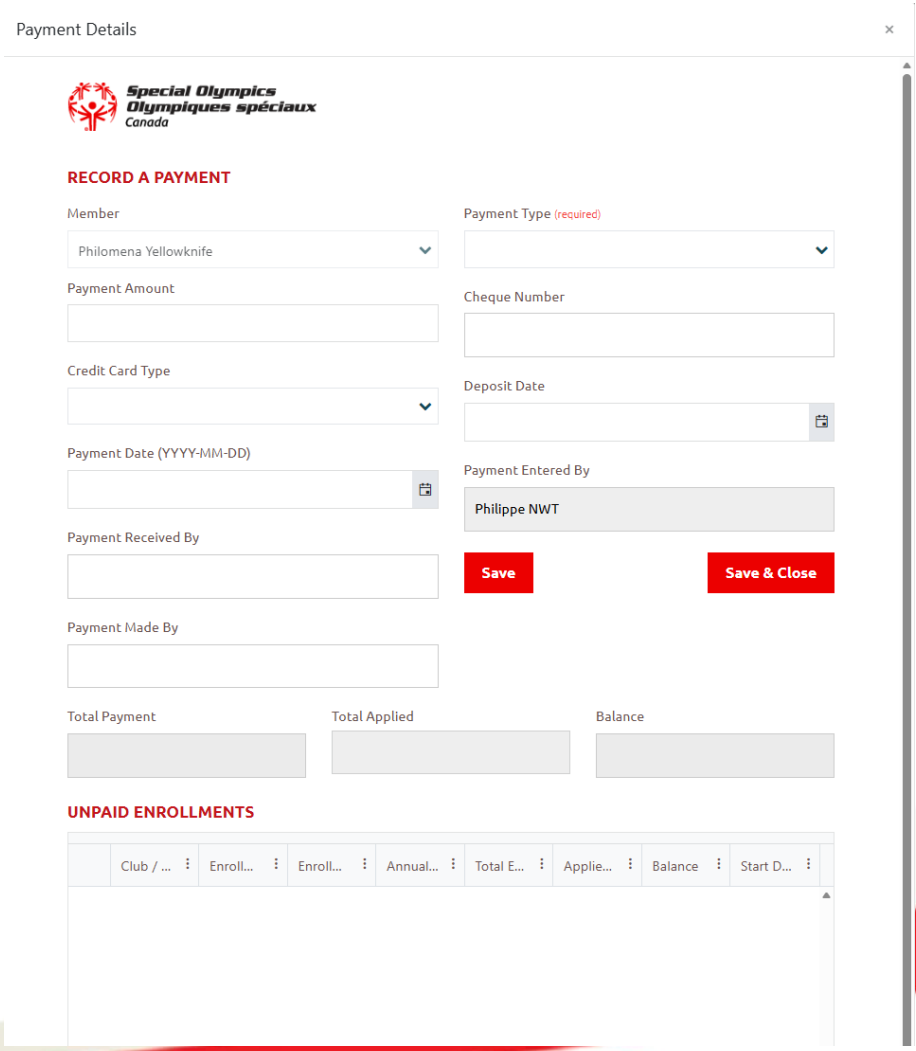
Helpful Tools Demo

Offline Payment Tracking
Online Payments

Offline/Manual Payment Tracking

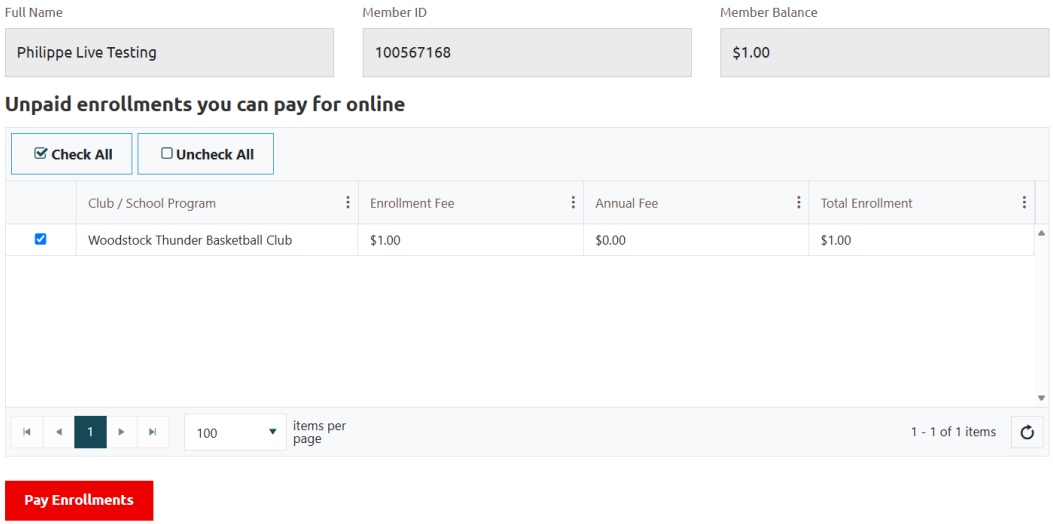


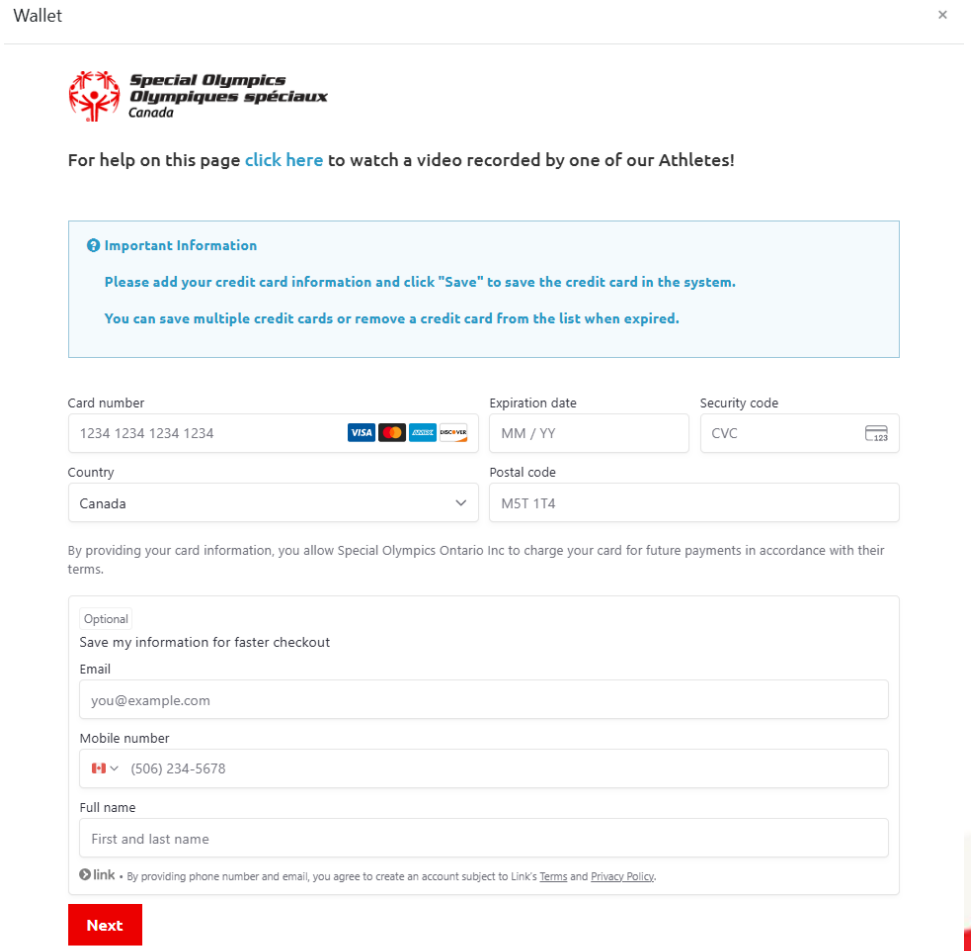
Payments page → Payment Details



Online Payments

Available for members with and without a Portal account





Approval E-mail → My Balance page → Payment Details → Wallet

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Helpful Reports

13 - All Members Report Detail
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Olympiques spéciaux
Canada

Questions?

Survey:
https://forms.cloud.microsoft/r/YA7ZCRnEMm
Future Training Registration Form:
https://forms.office.com/r/hArcJDrnS9

Survey

Training

Guided Free Time

For the last 15 minutes, you may stay online and work on real-life enrollments by logging into your Portal Account. I will stick around to help and answer any questions you may have.

portal.specialolympics.ca/home